

SECRETARY OF STATE
STATE OF INDIANA
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October 31, 2016

Legislative Council of the Indiana General Assembly
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2016 Annual Report
Development of Multi-Agency "Business One-Stop" Internet Site
Pursuant to IC 4-5-10-1(e)

Reporting Period: October 31, 2015 - October 31, 2016

Members of the Indiana Legislative Council:

Pursuant to Indiana Code § 4-5-10-1(e), the Indiana Secretary of State herewith submits a report on the progress of the development of Indiana's Business One Stop platform. On behalf of my office and the Business One Stop Steering Committee, I am pleased to report that significant progress has been made on the project since last reported in October 2015 for the reporting period ending October 2015.

Background

Ind. Code 4-5-10-1, as amended in 2011, charges the Secretary of State, in collaboration with other state agencies, to develop and maintain an Internet web site ("portal") with which a business may establish a single user account to conduct transactions such as registration, permitting, report filings, payments and account history inquiries with multiple government agencies. Stated differently, BOS will provide Hoosier businesses with a one-stop shop for all transactions with state government. This one-stop shop will reduce confusion, stress, and delays for Hoosier business owners.

In conjunction with public roll out of the first phase of the project earlier this year, "INBiz" was adopted as the formal, public name of the program.

INBiz partner agencies include the Department of Revenue (DOR), the Department of

Workforce Development (DWD), and the Indiana Office of Technology (IOT). The partner agencies participate in a robust project governance structure including a Steering Committee, chaired by Deputy Secretary of State Brandon Clifton; an active Project Team consisting of business and technical team members from each agency and the vendor; and supporting sub-committees focused on technical issues, marketing, and call center (aka, help desk) operations. This structure has enabled us to have cross- agency dialogue designed to maximize opportunities spanning agencies.

Project Activity During the Past Year

As planned INBiz, (formerly known as the Business One Stop system, or BOS) launched its first Horizon of functionality on schedule in two phases. In April 2016, the first Horizon 1 phase of INBiz launched and included services from the Secretary of State's office that allowed Hoosiers to register their businesses, file key reports, and request key corporate documents, such as a Certificate of Existence. In August 2016, the State launched the second Horizon 1 phase that enables business owners to access services from the Department of Revenue and Department of Workforce Development through INBiz. With the addition of services from DOR and DWD, businesses can handle many state and local reporting requirements with INBiz, such as employer reporting, wage reporting, unemployment claims and premiums, and tax registration.

To support the April and August launches, the INBiz project team engaged in extensive system testing, user feedback sessions, staff training, and citizen education activities. For the August launch, my office sponsored a 2-day education blitz in Indianapolis, Terre Haute, Fort Wayne, and Evansville to ensure that Hoosier business owners knew about INBiz's availability and service options. This effort also included the Commissioners of DOR and DWD, as well as the State Chief Information Officer. To complement that earned media effort, my office also sponsored digital and print awareness campaigns throughout the State.

Since launching earlier this year, INBiz has built its user base to more than 85,500 users, adding roughly 2,000 users every week. The Secretary of State's office has had more than 115,000 transactions to-date, saving citizen and staff time. DOR and DWD have both experienced increased transactions through INBiz, with month-over-month gains exceeding 100 percent. To ensure that our customers have as much support as possible as services become increasingly available on-line, we also stood up a Call Center that currently serves nearly 2,000 customers per week.

While completing INBiz Horizon 1, the project team also worked on planning for Horizon 2 to add further functionality to INBiz. Again in partnership with DOR, DWD, and IOT, we have identified the addition of Series LLC, UCC, and Trademarks functions for SOS, while DWD will add New Hire Reporting, Workforce Opportunity Tax Credit, and Indiana Career Connect capabilities to INBiz. I am also excited to report that IPLA will have services available through INBiz. Horizon 2 is expected to launch in several phases through October 2017. While scope is being clearly defined, I expect that additional services will be defined for subsequent horizons to further enhance services for Hoosier businesses in pursuit of the Legislature's goal of a "one stop portal."

Budget

The basic budget for the program development, implementation and administration is approximately \$2 to \$2.25 million per year FY '15 through FY '19. To date the Secretary of State has provided approximately \$500,000 funding for pre-contract project development. The Secretary of State and IOT have each budgeted approximately \$2.5 to \$3 million for development work, which is ongoing.

Next Steps

The Secretary of State and representatives of the INBiz Steering Committee agencies look forward to continued engagement with members of the Legislative Council and Indiana General Assembly about the positive short-term and long-term impact the INBiz program will have on Hoosier businesses, key State agencies and Indiana's overall technological and financial efficiency.

In conclusion, I would like to share with you the high praise I continue to have for the committed effort of the INBiz Steering Committee and State employees at all agency levels to realize this innovative, worthwhile project. If you have questions about this report or would like additional information about the INBiz program please feel free to contact either myself or Deputy Secretary of State Brandon Clifton.

Truly yours,



Connie Lawson
Indiana Secretary of State

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